Developing a disease state specific patient management program at an integrated health system specialty pharmacy

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Background

- Despite general agreement on the components of specialty pharmacy patient management, strategies to creating a clinical program vary greatly from one-size-fits-all to highly disease-specific approaches.
- There are merits to creating one standard patient care clinical process regardless of medication or condition. However, this approach is complicated by the variability and number of disease states treated with specialty drugs.
- Additionally, emerging trends in specialty pharmacy accreditation and payor requirements emphasize disease state specific clinical processes and workflows.
- In response, health system specialty pharmacy (HSSP) Outpatient Pharmacy Services (OPS) at Yale New Haven Health undertook an initiative to enhance its comprehensive disease-state specific patient management program.

Objective

To create a standardized approach in the development of a HSSP patient management program (PMP) that addresses the diversity and unique needs of a broad spectrum of specialty conditions.

Methods

Gap Analysis
- Surveyed pharmacy staff
- Assessed specialty medication utilization to identify gaps in patient management program
- Stratified priority to develop PMP module based on historical & current patient volumes
- Utilized standards of care and guidelines

Template Module Design
- Utilized standards of care and guidelines as foundation for template design
- Internally designed template outlining process of managing each disease state with a standardized approach
- HSSP subject matter experts created evidence-based modules comprised of:
  - A standard operating procedure for best practices
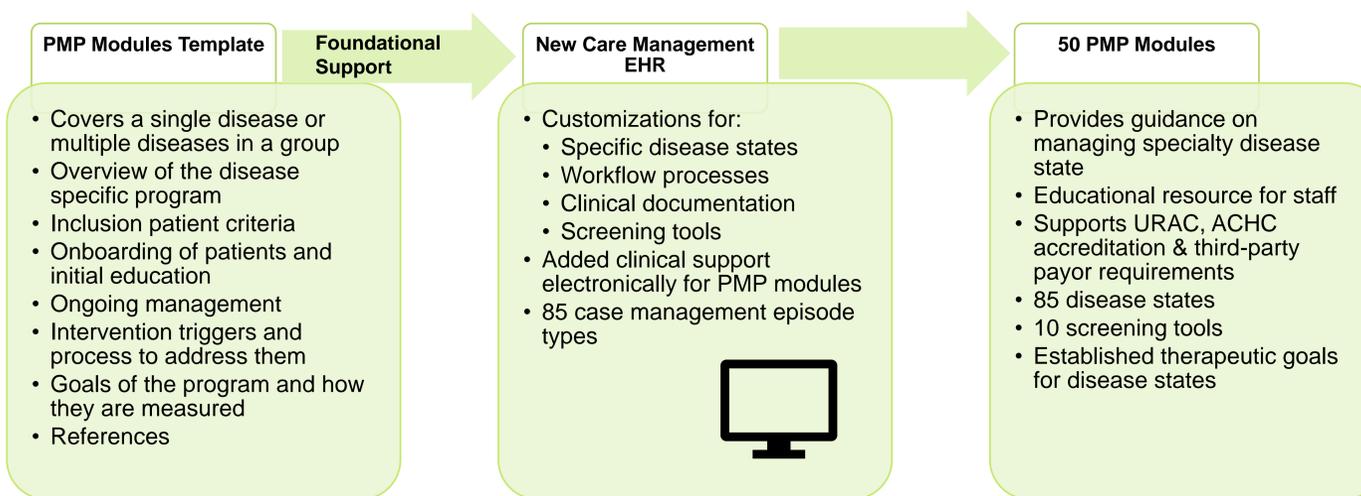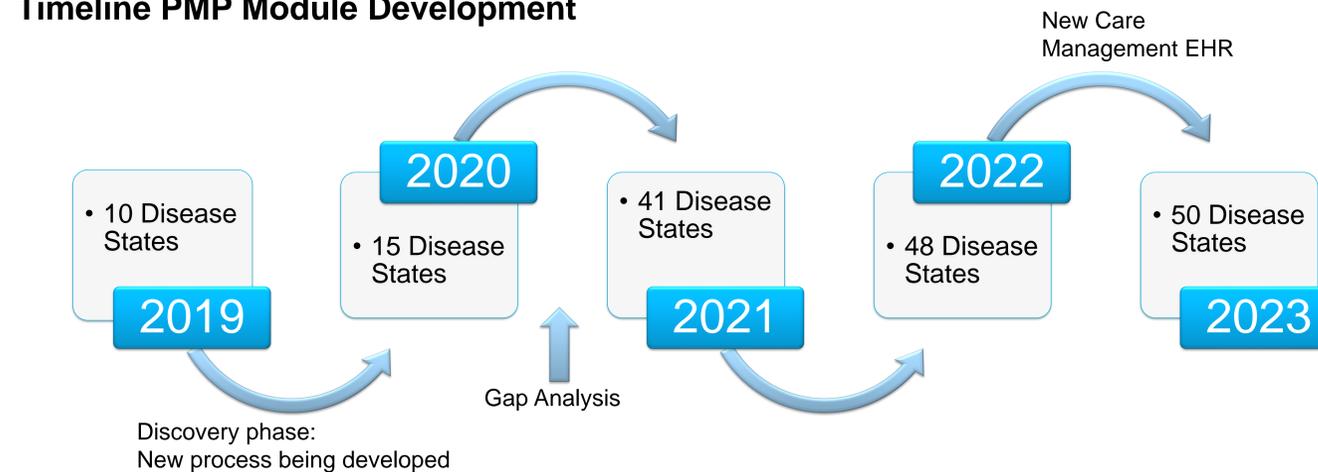 - An in-service presentation
  - A learning assessment

Quality Assurance
- Vetted modules through the internal clinical oversight committee
- Reviewed and approved annually by the internal clinical oversight committee
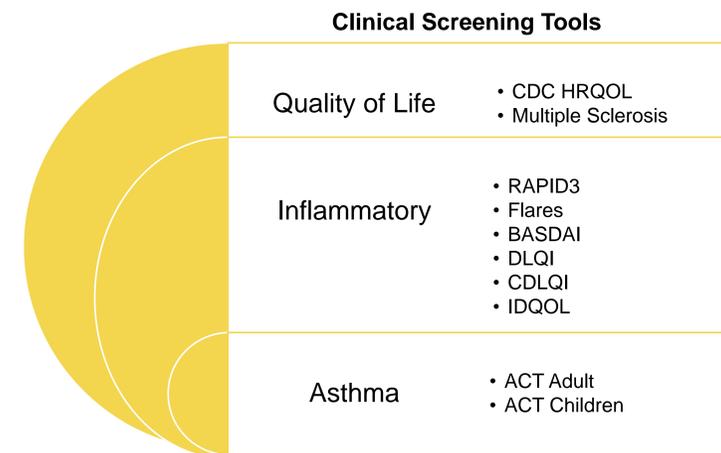- Select PMP modules vetted through physician specialists

Results

The PMP modules increased from ten in 2019 to fifteen in 2020 while the new process was under development. Using the new PMP development process, 41 PMP modules were developed in 2021. The PMP modules were used as the foundation to build the patient management programs for a new electronic health record (EHR) care management system for OPS in 2022. The care management EHR redesign allowed historically unattainable customizations to workflow processes and clinical documentation for each PMP module. Currently OPS manages patients across 85 different disease states.

Timeline PMP Module Development

- 2019 • 10 Disease States
- 2020 • 15 Disease States
- 2021 • 41 Disease States
- 2022 • 48 Disease States
- 2023 • 50 Disease States

New Care Management EHR

Discovery phase: New process being developed

Gap Analysis

PMP Modules Template → **Foundational Support** → **New Care Management EHR** → **50 PMP Modules**

PMP Modules Template
- Covers a single disease or multiple diseases in a group
- Overview of the disease specific program
- Inclusion patient criteria
- Onboarding of patients and initial education
- Ongoing management
- Intervention triggers and process to address them
- Goals of the program and how they are measured
- References

New Care Management EHR
- Customizations for:
  - Specific disease states
  - Workflow processes
  - Clinical documentation
  - Screening tools
- Added clinical support electronically for PMP modules
- 85 case management episode types

50 PMP Modules
- Provides guidance on managing specialty disease state
- Educational resource for staff
- Supports URAC, ACHC accreditation & third-party payor requirements
- 85 disease states
- 10 screening tools
- Established therapeutic goals for disease states

Representative Mapping of EHR Episode Types to PMP Module

Oncology PMP	
Acute leukemia (ALL, AML)	Lung Cancer
Anemia-Hematology/Oncology	Malignant melanoma
Basal cell carcinoma of skin	Multiple myeloma
Bladder Malignancy	Myeloproliferative Neoplasm
Breast cancer	Non-Hodgkin lymphoma
Central Nervous System tumor	Ovarian cancer
Cervical cancer	Pancreatic adenocarcinoma
Chronic lymphocytic leukemia	Prostate cancer
Chronic myeloid leukemia	Renal cell carcinoma
Colorectal cancer	Thrombocytopenia
Gastric Cancer	Thyroid Carcinoma
Hepatocellular carcinoma	Iron Overload - Oncology
Hodgkin lymphoma	

EHR Episode Types

Clinical Screening Tools

Quality of Life	• CDC HRQOL • Multiple Sclerosis
Inflammatory	• RAPID3 • Flares • BASDAI • DLQI • CDLQI • IDQOL
Asthma	• ACT Adult • ACT Children

Discussion

- Initial gap analysis identified several opportunities to customize patient care within condition-specific disease state modules.
- PMP creation process enabled consistent gap analysis and creation of subsequent PMP modules.
- Patients managed for conditions that fall outside scope of specific PMPs are managed using a standard specialty pharmacy program module that meets all accreditation requirements.
- PMP modules were mapped to case management system episodes to further customize care for specialty patients.
- Shared EHR tools support interdisciplinary documentation of condition-specific evaluations, thereby reducing redundant assessments and improving clinical decision-making.

Conclusions

A standardized approach to develop individual disease state program modules grew an HSSP patient management program from ten to 85 disease states.

Future Directions

- Utilizing electronic clinical pathways that incorporate each PMP disease module on the management of each disease state.
- As the patient management program grows, consolidation of multiple modules into one module without impacting content.
- Further development of certain disease states such as rare disease and oncology, for ACHC accreditation with distinction.

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References

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